



# Medical Treatment Facility REPORT CARD



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## SERVICE DELIVERY ASSESSMENT (SDA) Air Force Surgeon General weekly survey questions

1. On a scale of 1 to 5, with 1 being "Strongly Disagree" and 5 being "Strongly Agree," how much to you agree with the following statement? In general, I am able to see my provider(s) when needed.
- 2a. How many days did you have to wait between making the appointment and actually seeing a provider? 1= same day, 2=1-7 days, 3=8-30 days, 4=31 days or longer
- 2b. If you waited 31 days or longer, on a scale of 1 to 5 with 1 being "Completely Dissatisfied" and 5 being "Completely Satisfied," how satisfied were you with the length of time you had to wait for your appointment?
3. On a scale of 1 to 5 with 1 being "Completely Dissatisfied" and 5 being "Completely Satisfied," overall, how satisfied are you with the healthcare you received?
4. On a scale of 1 to 5 with 1 being "Completely Dissatisfied" and 5 being "Completely Satisfied," how satisfied are you with the management of your healthcare needs?
5. On a scale of 1 to 5 with 1 being "Completely Dissatisfied" and 5 being "Completely Satisfied," how would you rate the satisfaction with the provider you saw?
6. On a scale of 1 to 5 with 1 being "Poor" and 5 being "Outstanding," how well did your provider and/or staff answer your questions about your medical condition and treatment in a way that you could understand?
- 7a. During your visit, were changes made to your medications? 1 = No 2 = Yes
- 7b.. If changes were made, did you receive a complete list of your current medications? 1=No, 2=Yes
8. On a scale of 1 to 5, with 1 being "Definitely No" and 5 being "Definitely Yes," based on the care you received at this appointment, would you say, "they give me exactly the help I want (and need) exactly when I want (and need) the help?"
9. Do you know how to report a patient safety concern? 1=No, 2=Yes
10. On a scale of 1 to 5, with 1 being "Poor" and 5 being "Outstanding," did the actual care provided meet your expectations?

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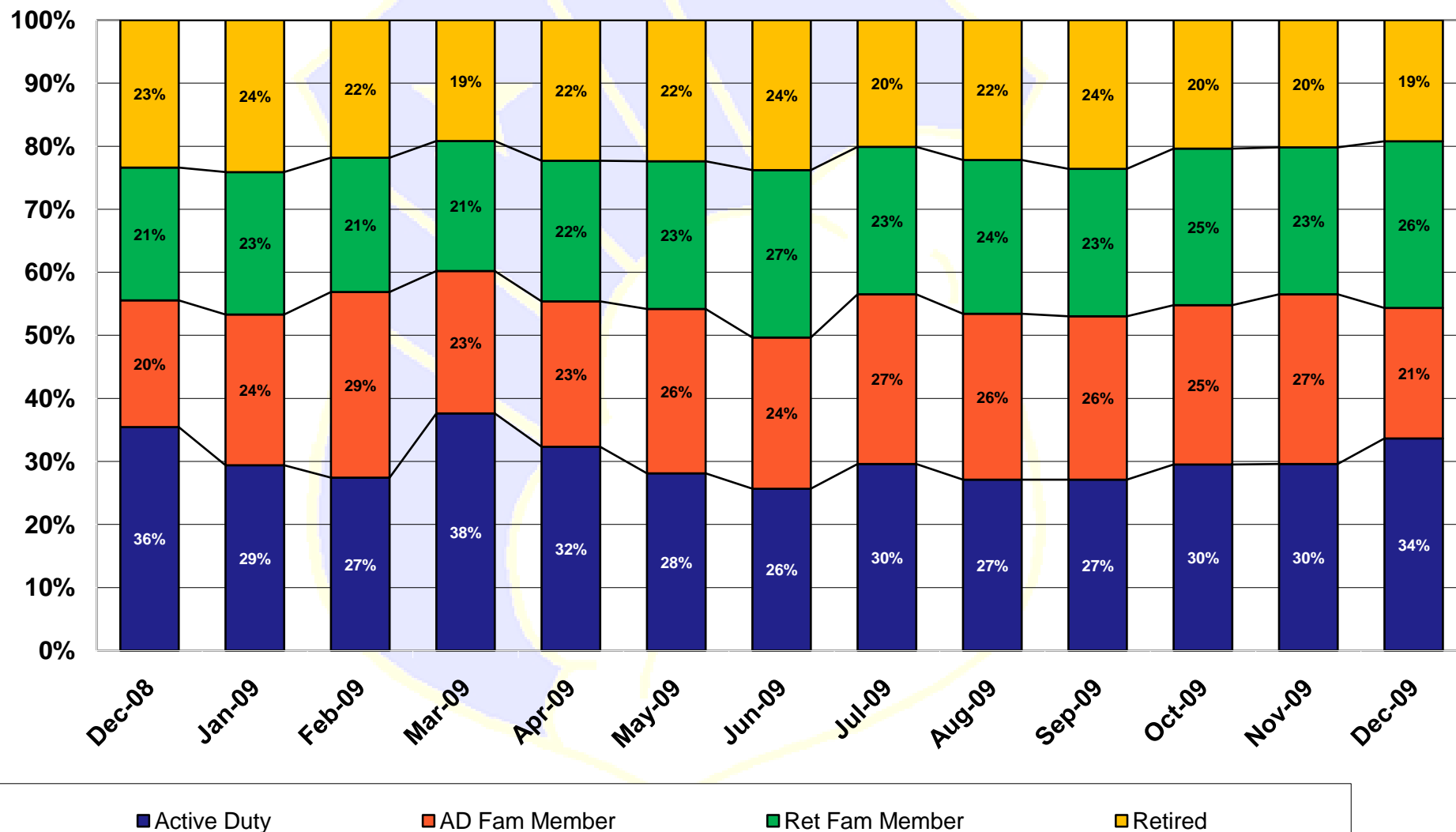


# Beneficiary Category



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## BENEFICIARY CATEGORY



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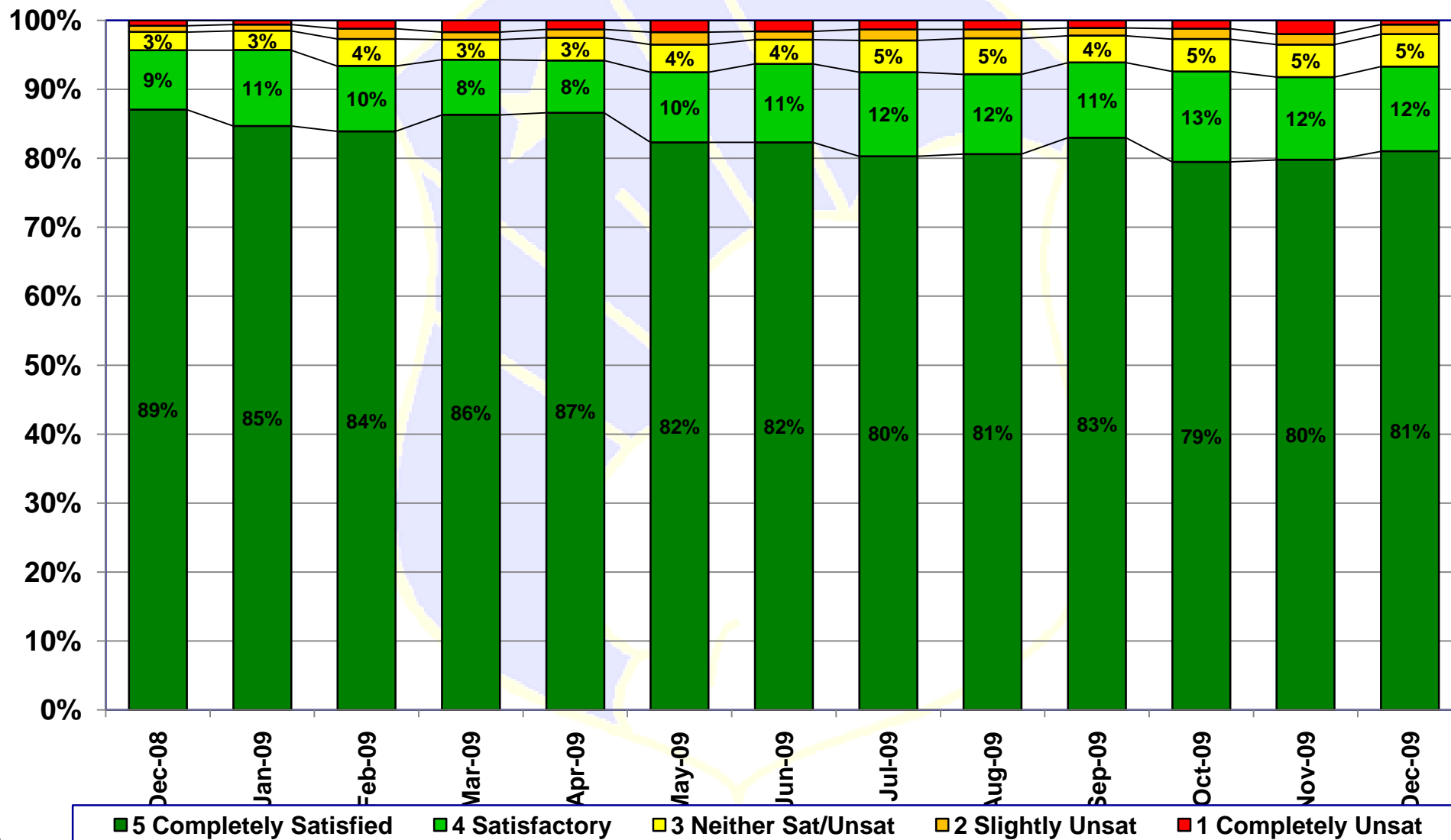


# Patient Satisfaction



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## OVERALL PATIENT SATISFACTION



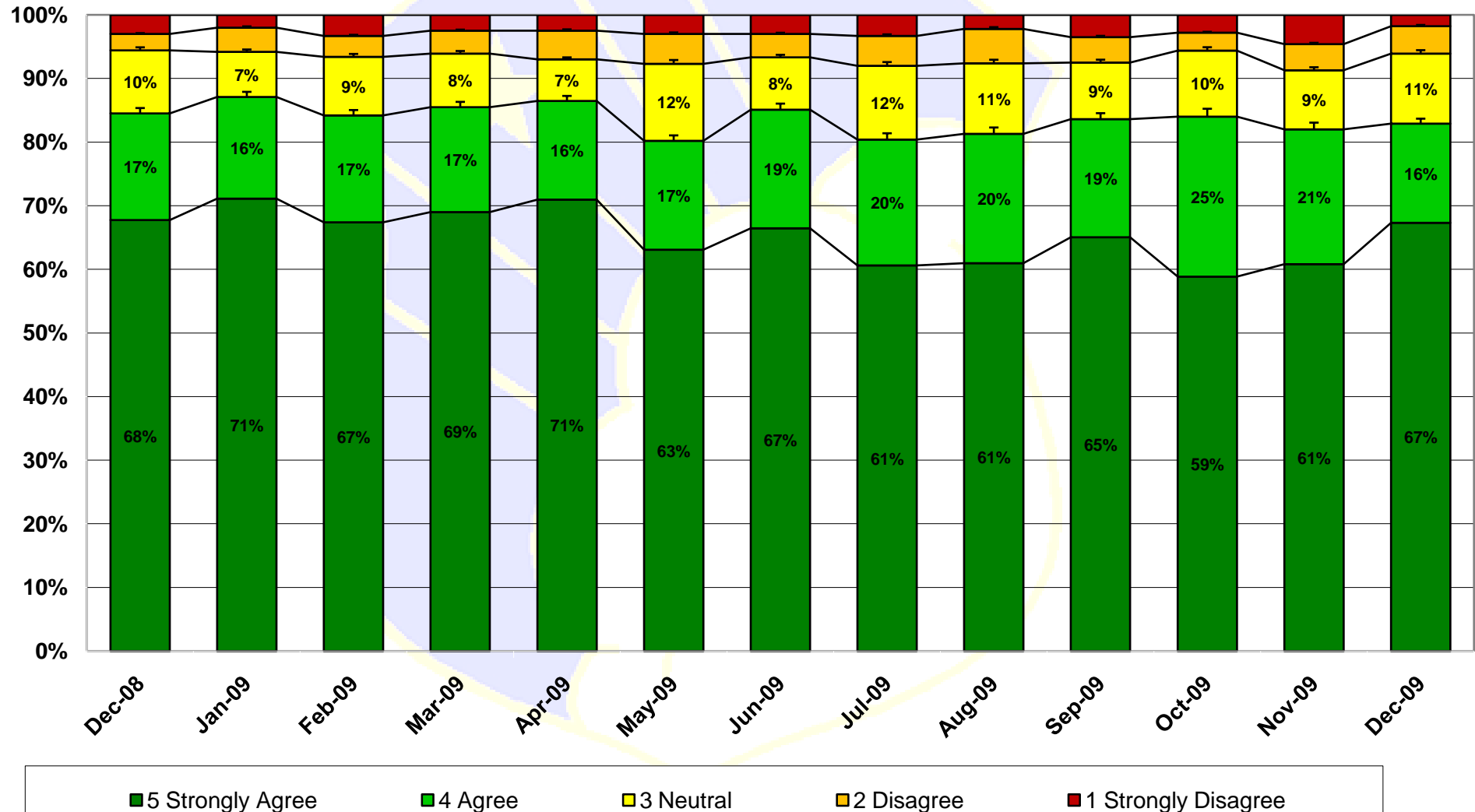
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# Patient Satisfaction

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## Able to see Provider when needed

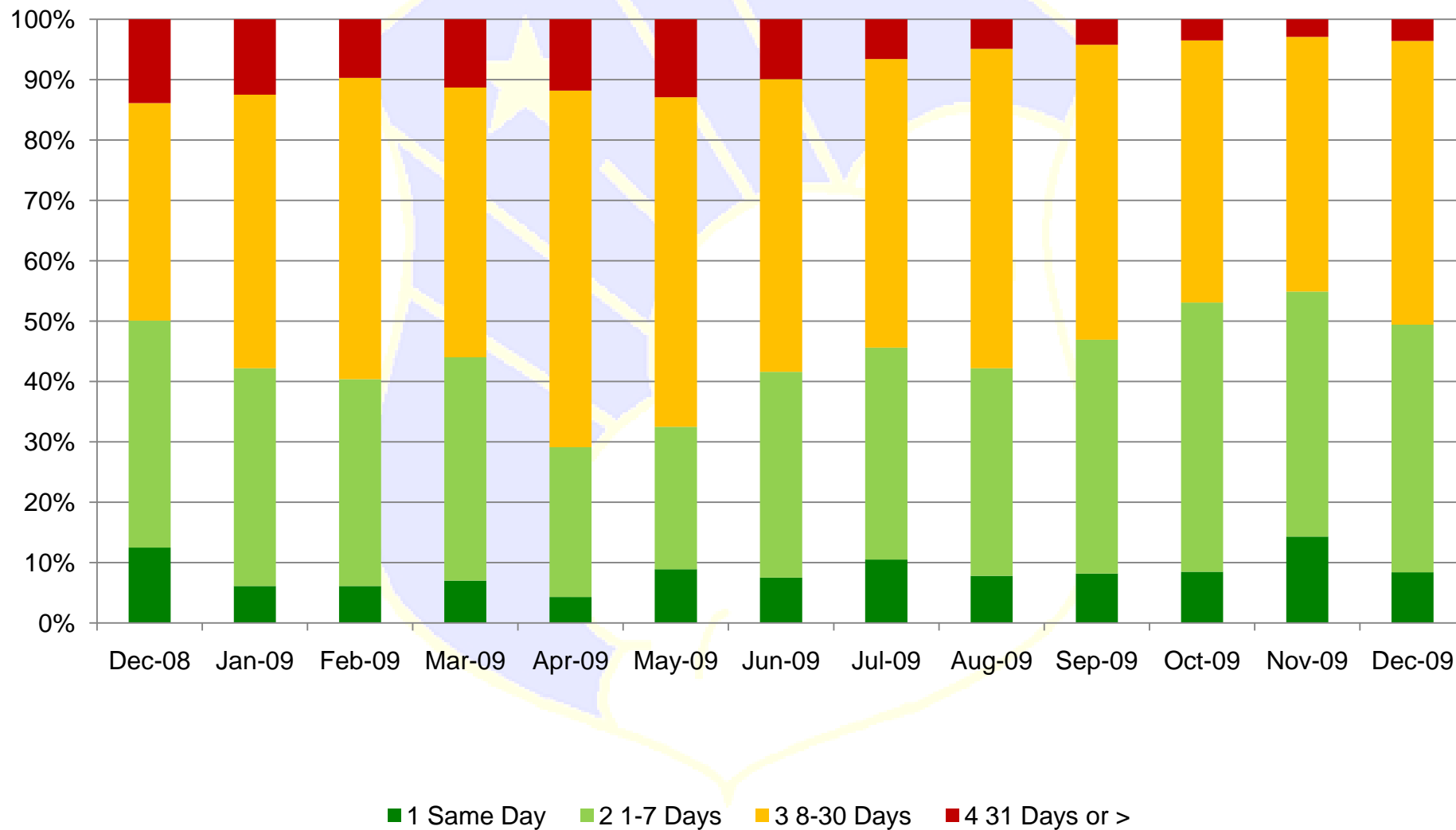




# Patient Satisfaction



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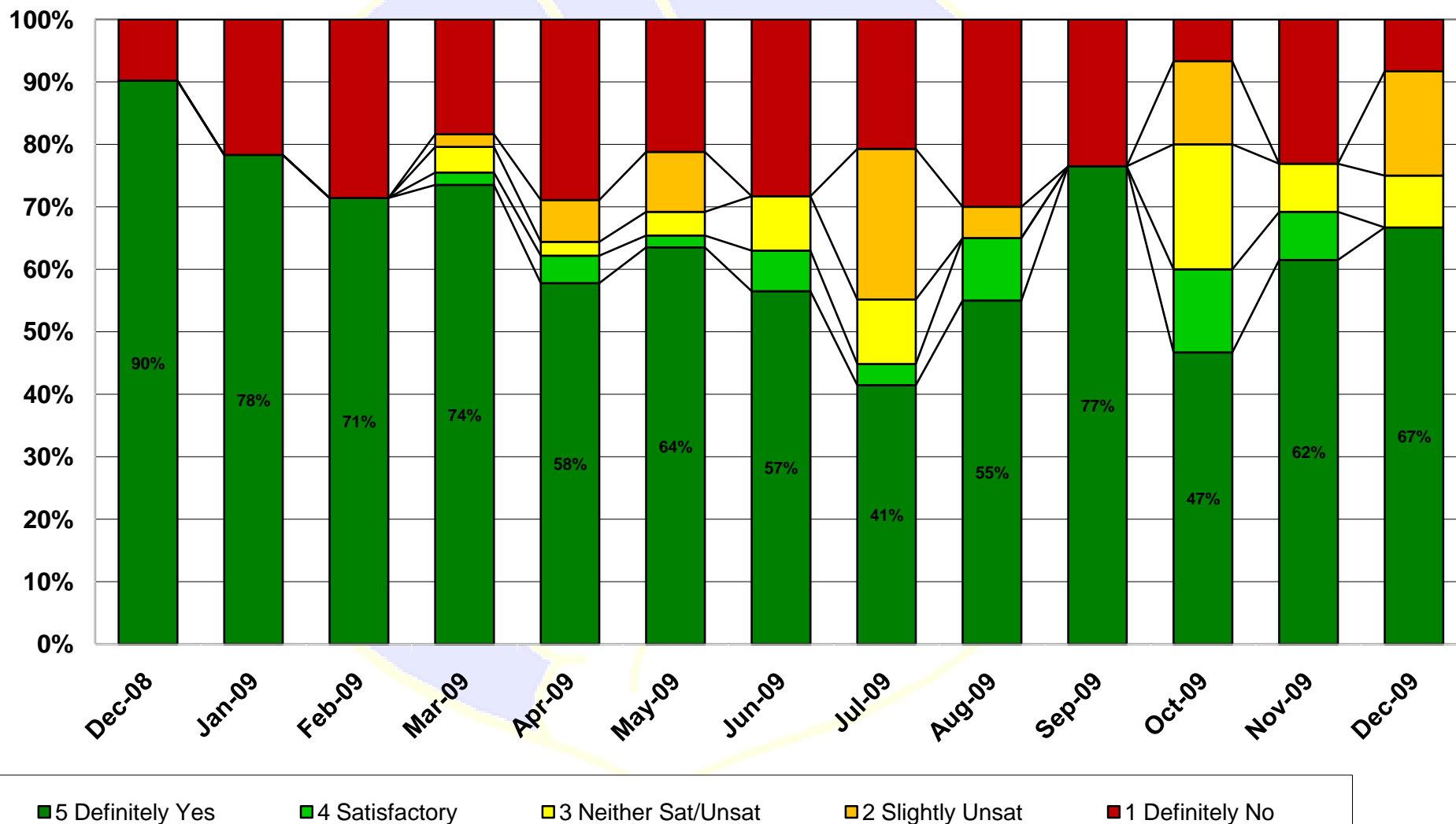


# Patient Satisfaction



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**If wait > 31 day, how satisfied with wait**



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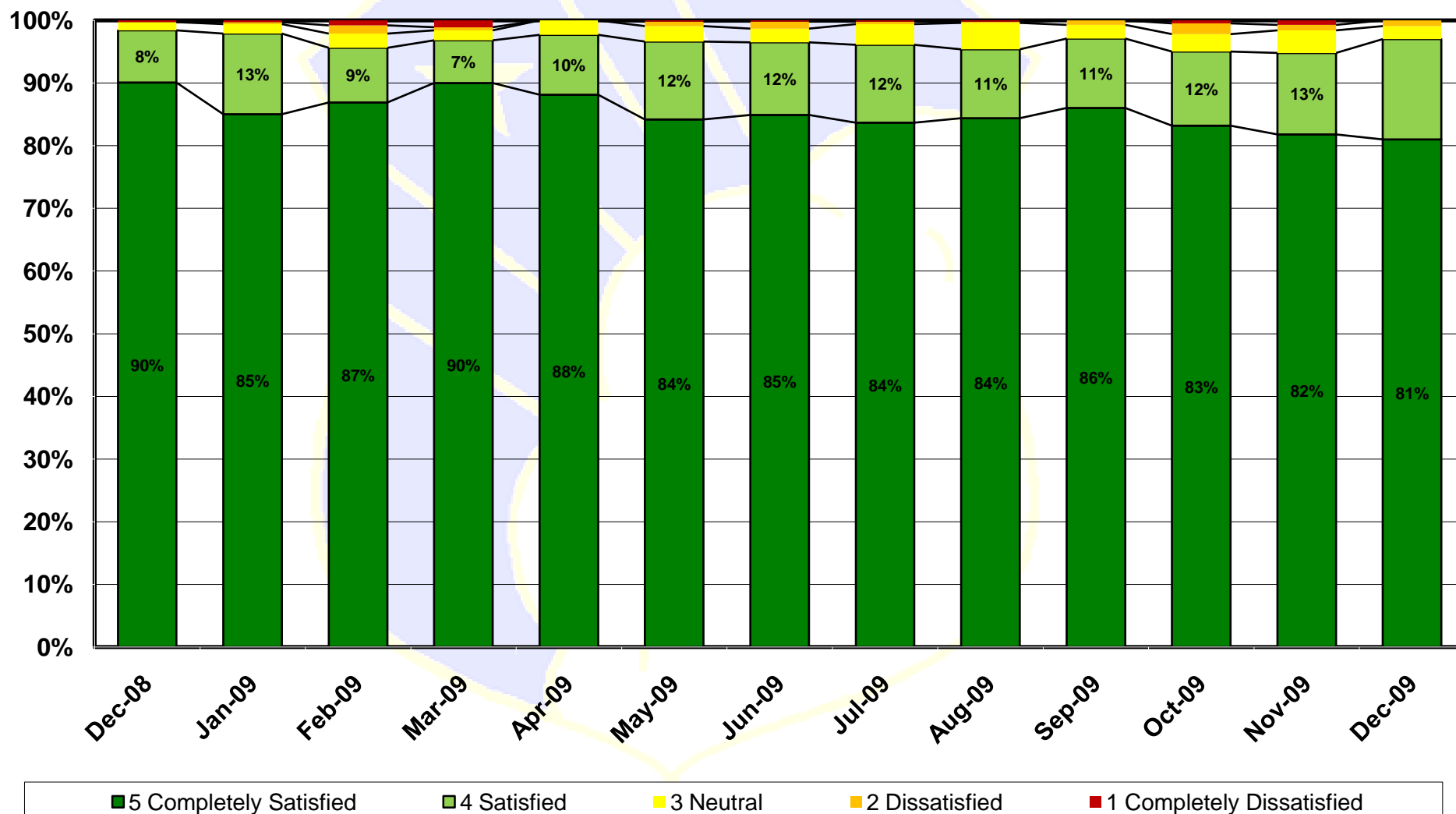


# Patient Satisfaction



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## Satisfied with Healthcare received



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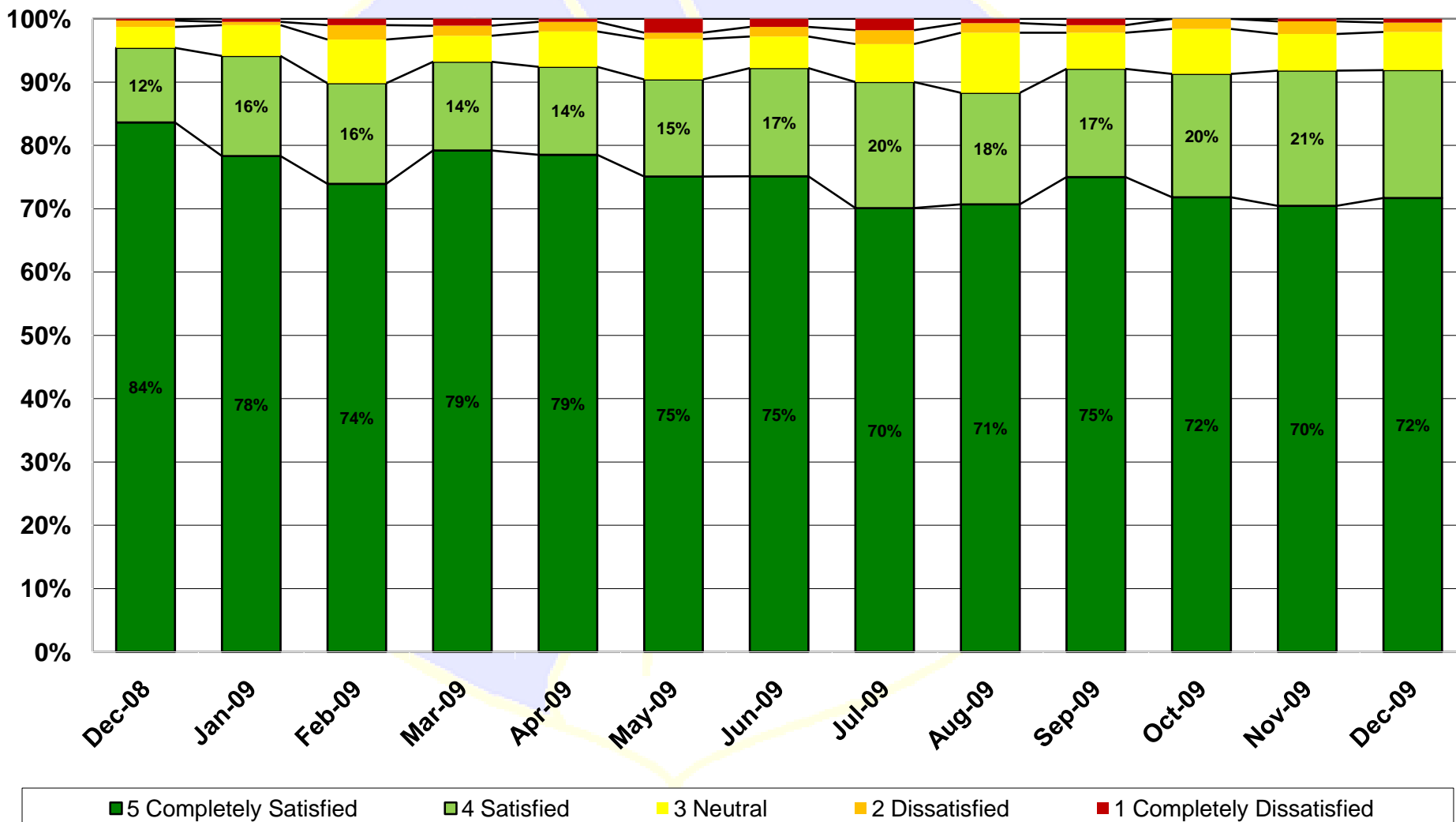


# Patient Satisfaction



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## Satisfied with Management of Healthcare Needs



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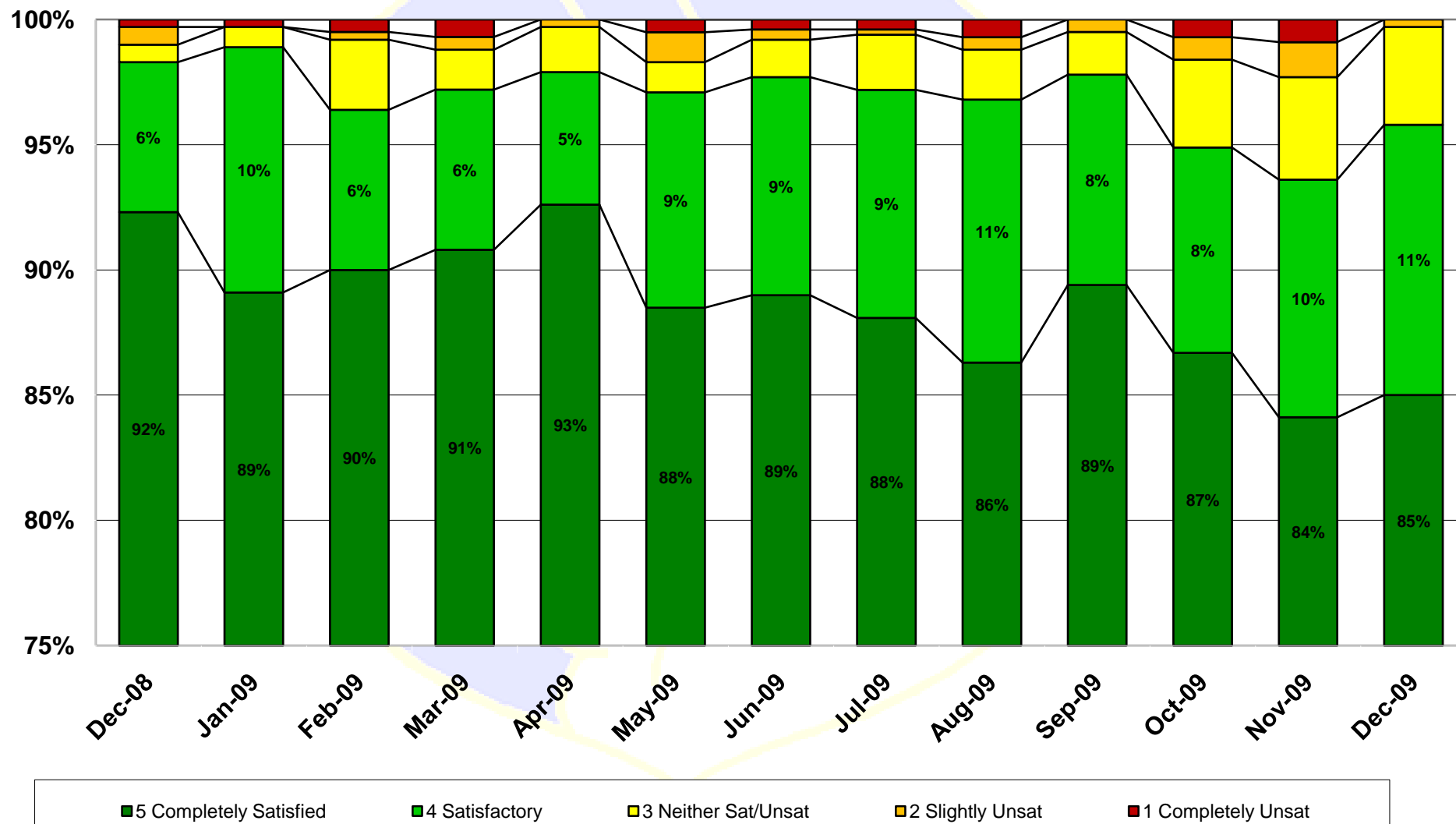


# Patient Satisfaction



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## Patient Satisfied with their provider



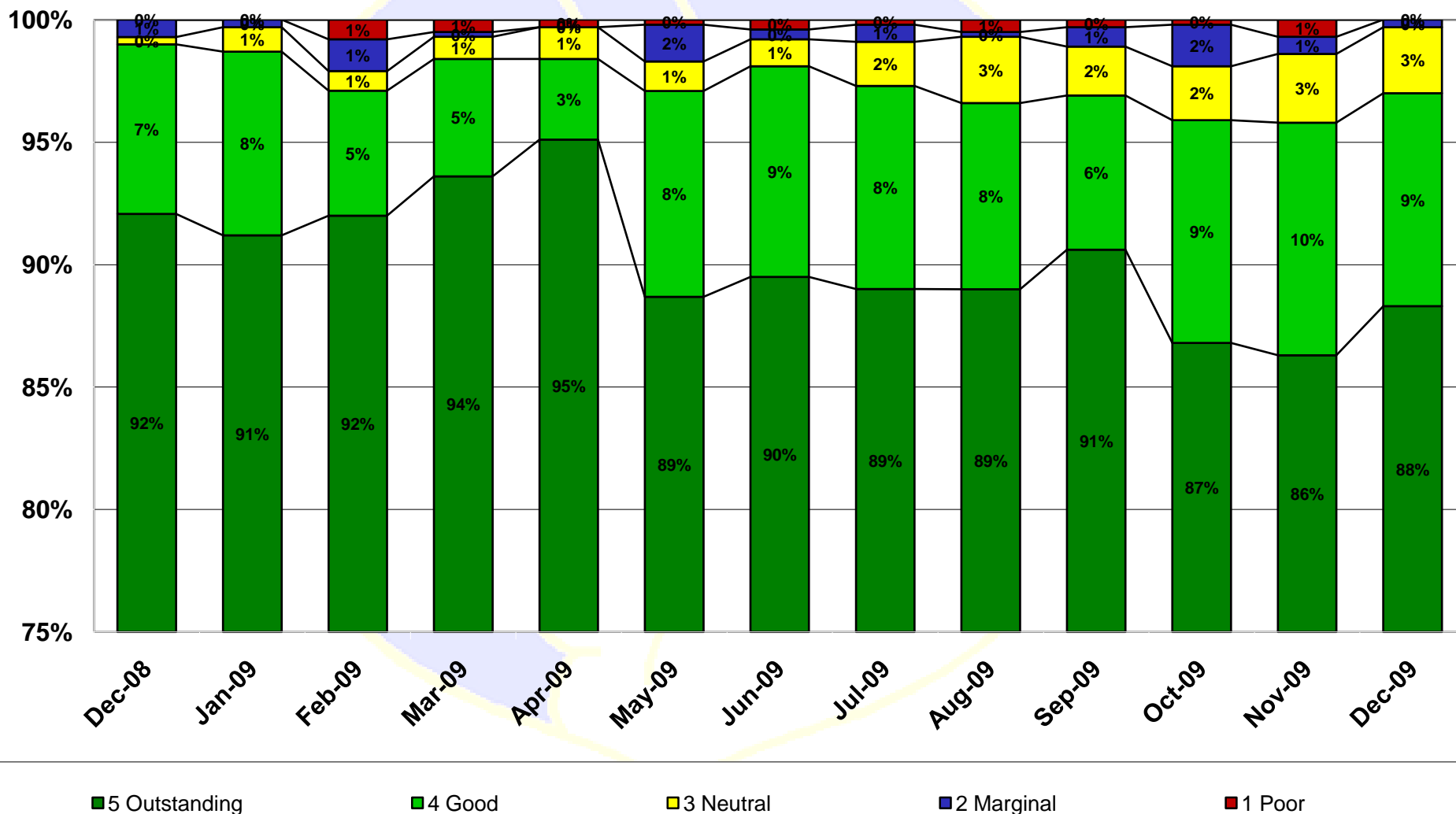


# Patient Satisfaction



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**Provider/Staff answered questions so patient could understand**



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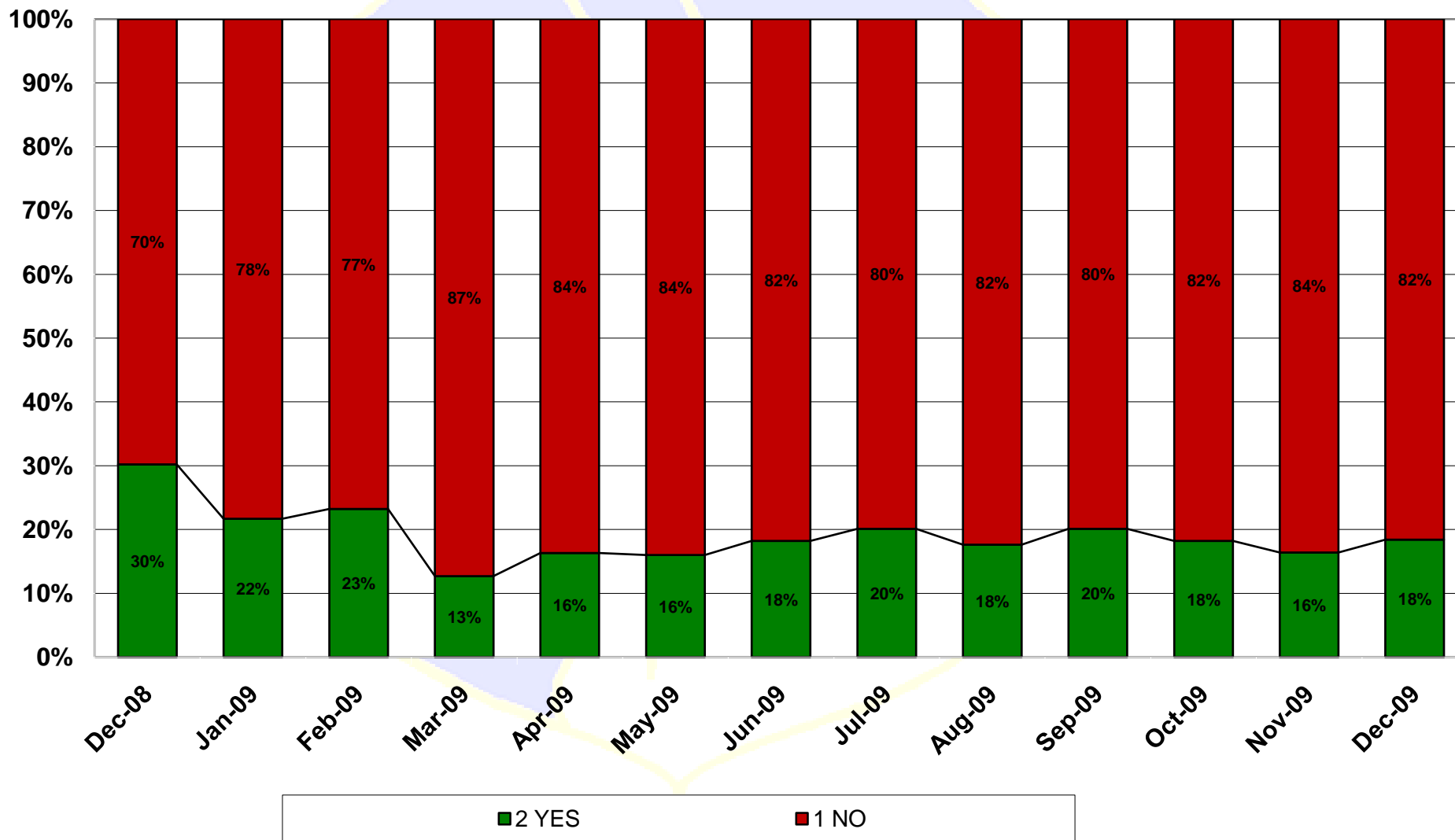


# Patient Satisfaction



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**Were changes made to your Medications?**



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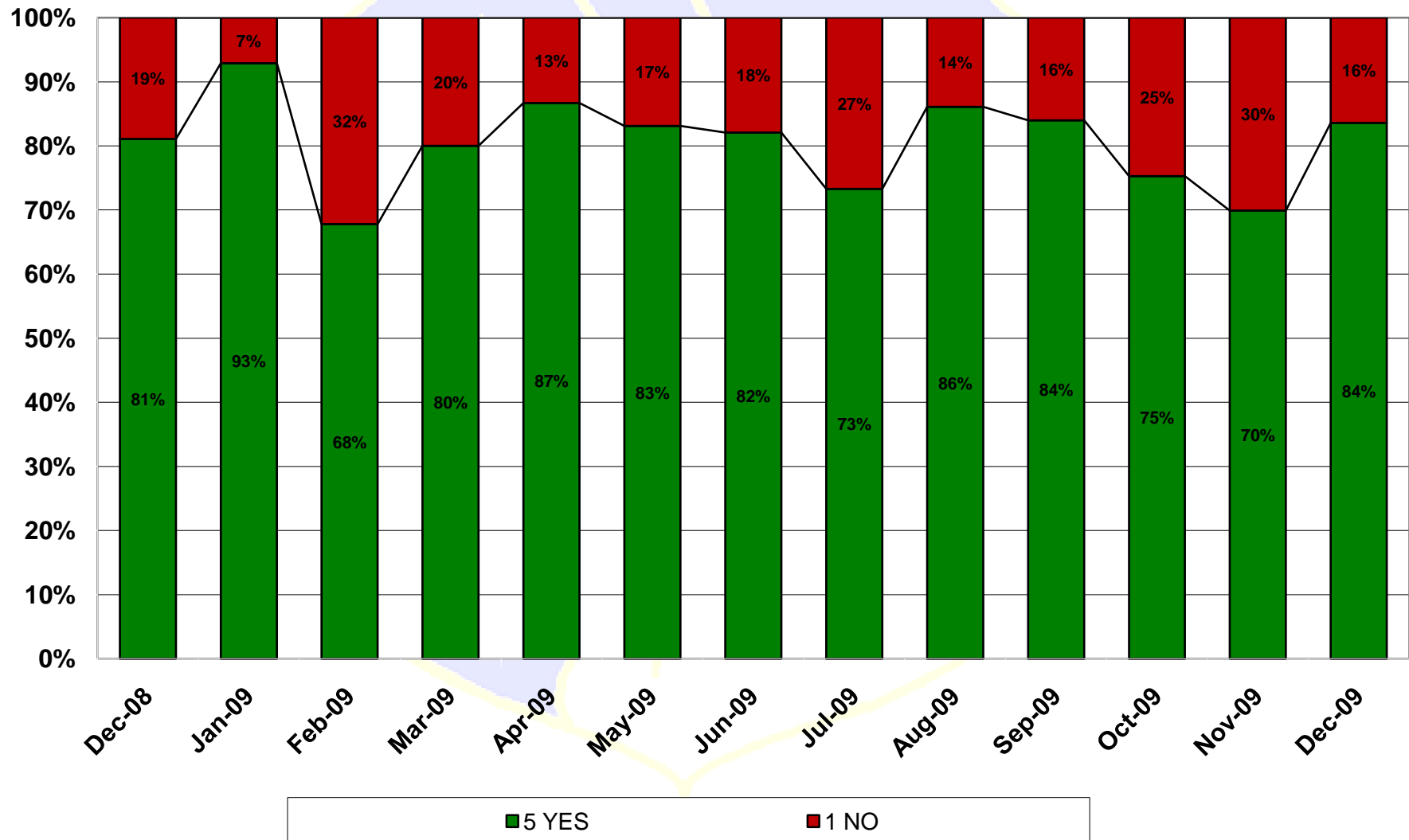


# Patient Satisfaction



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**If Medication Changed-was a list of current Medications provided?**



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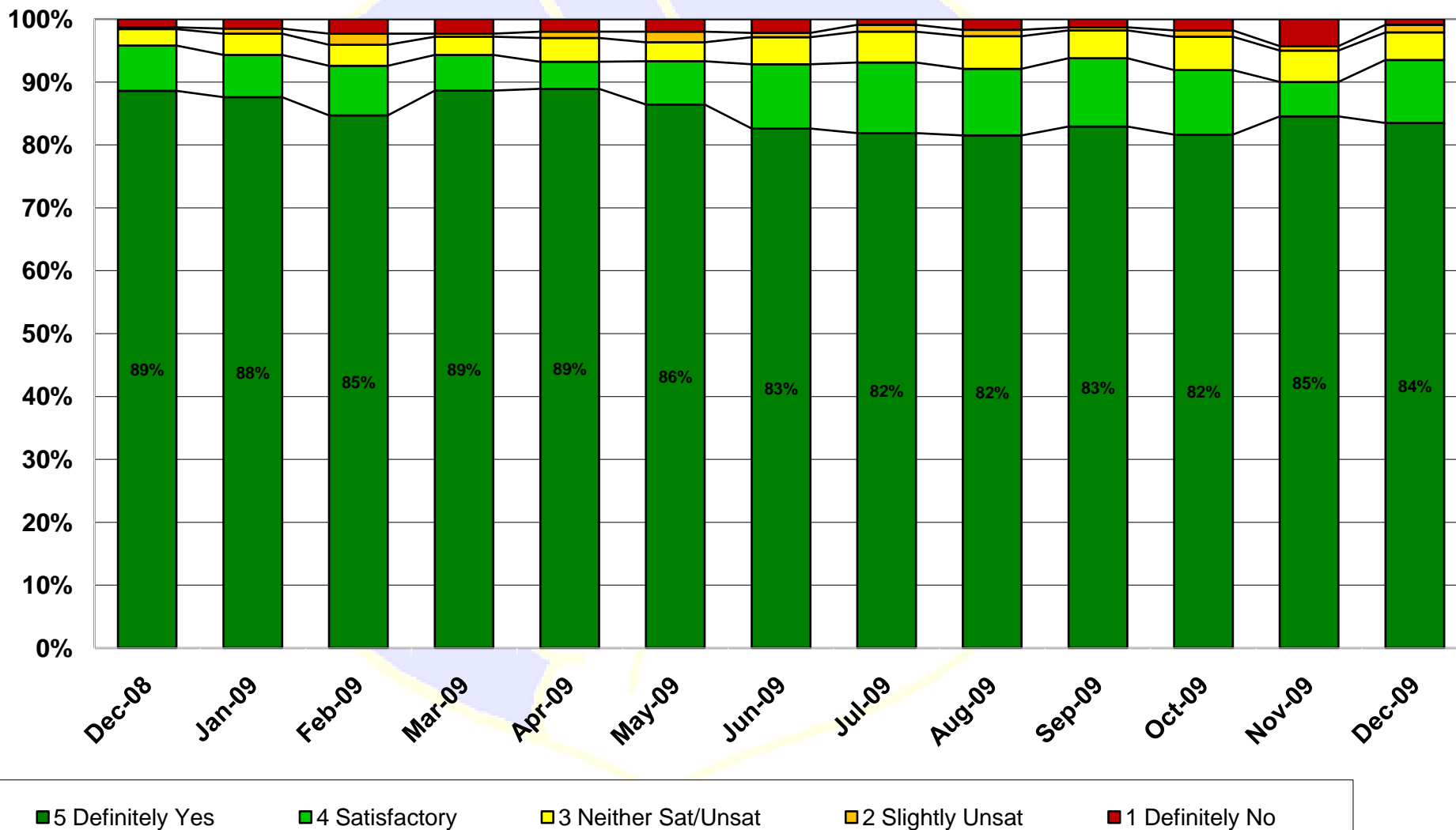


# Patient Satisfaction



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## Care Received on-time/on-target



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# Patient Satisfaction



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## Reporting Pt Safety Concern/Event



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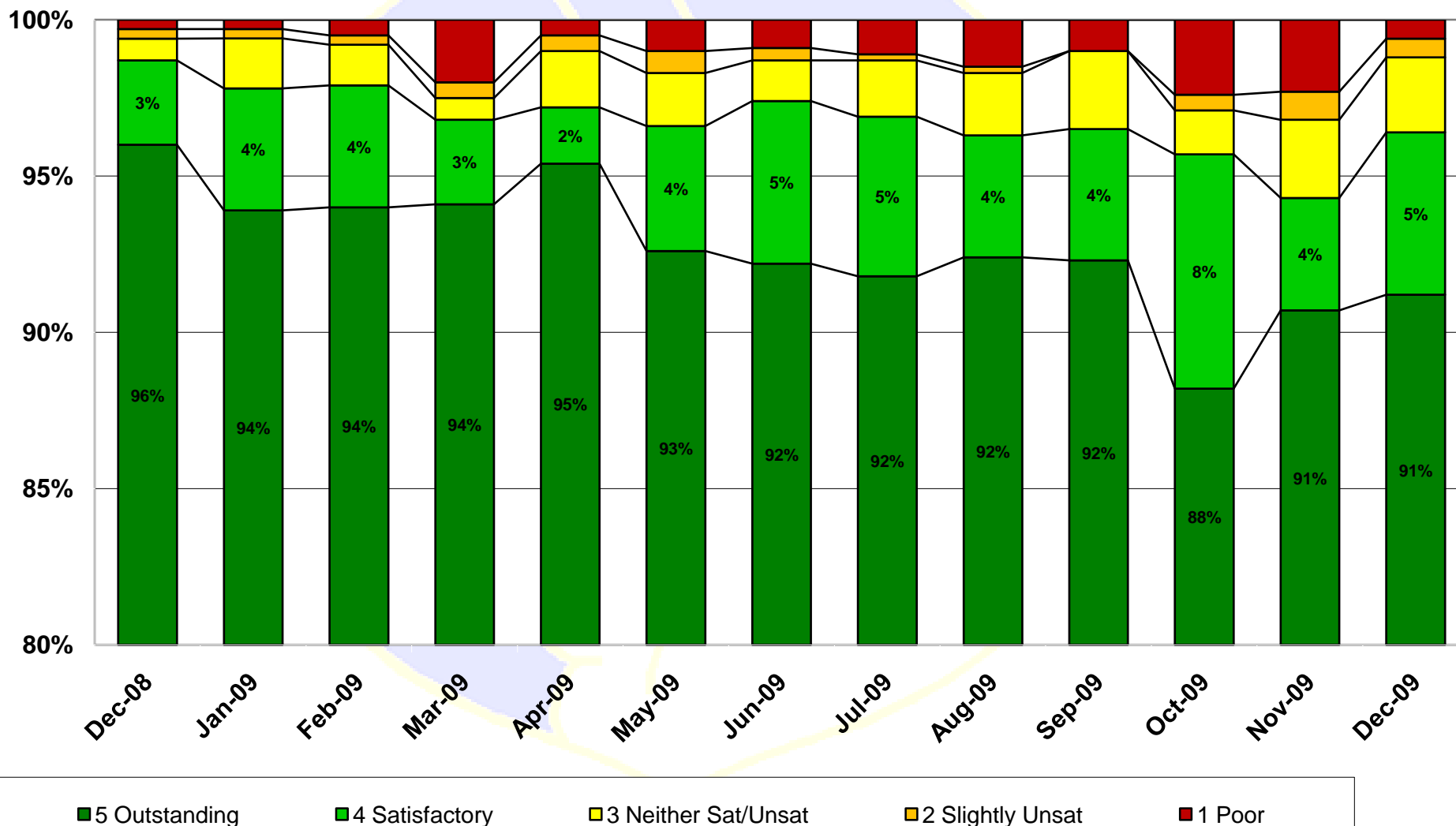


# Patient Satisfaction



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## Care Met Expectations



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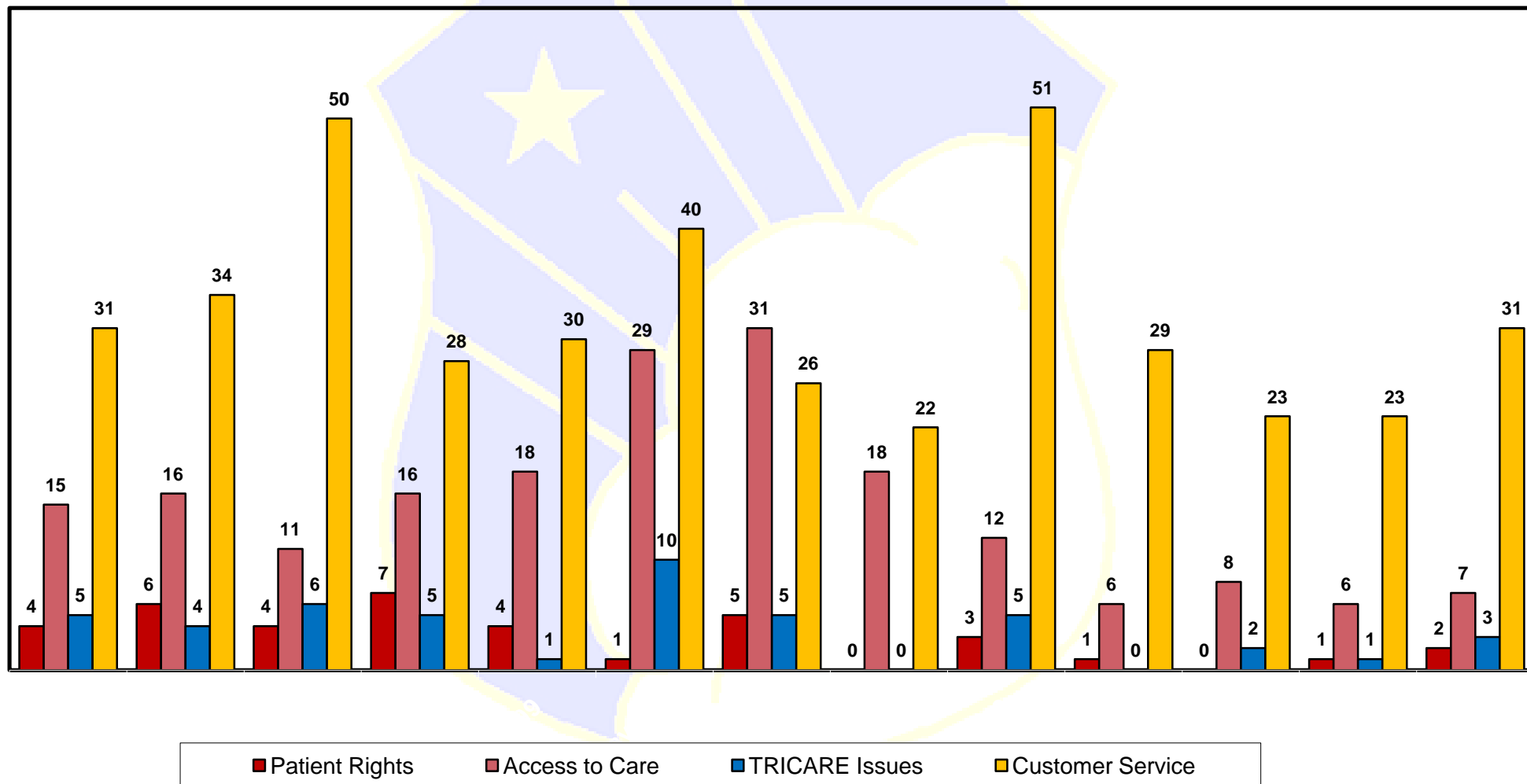


# Patient Satisfaction



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## PATIENT CONCERNS





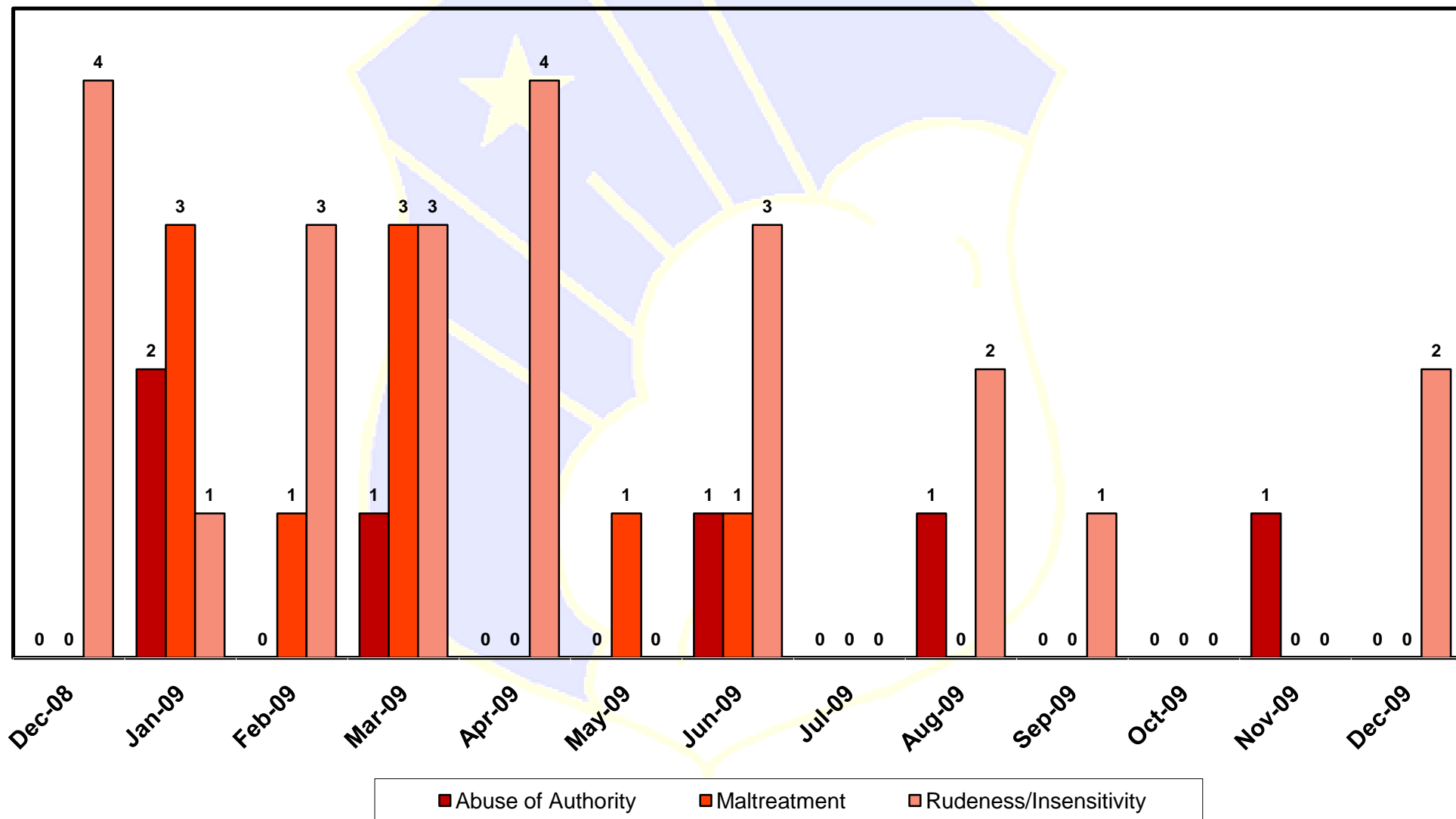


# Patient Satisfaction



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## PATIENT RIGHTS



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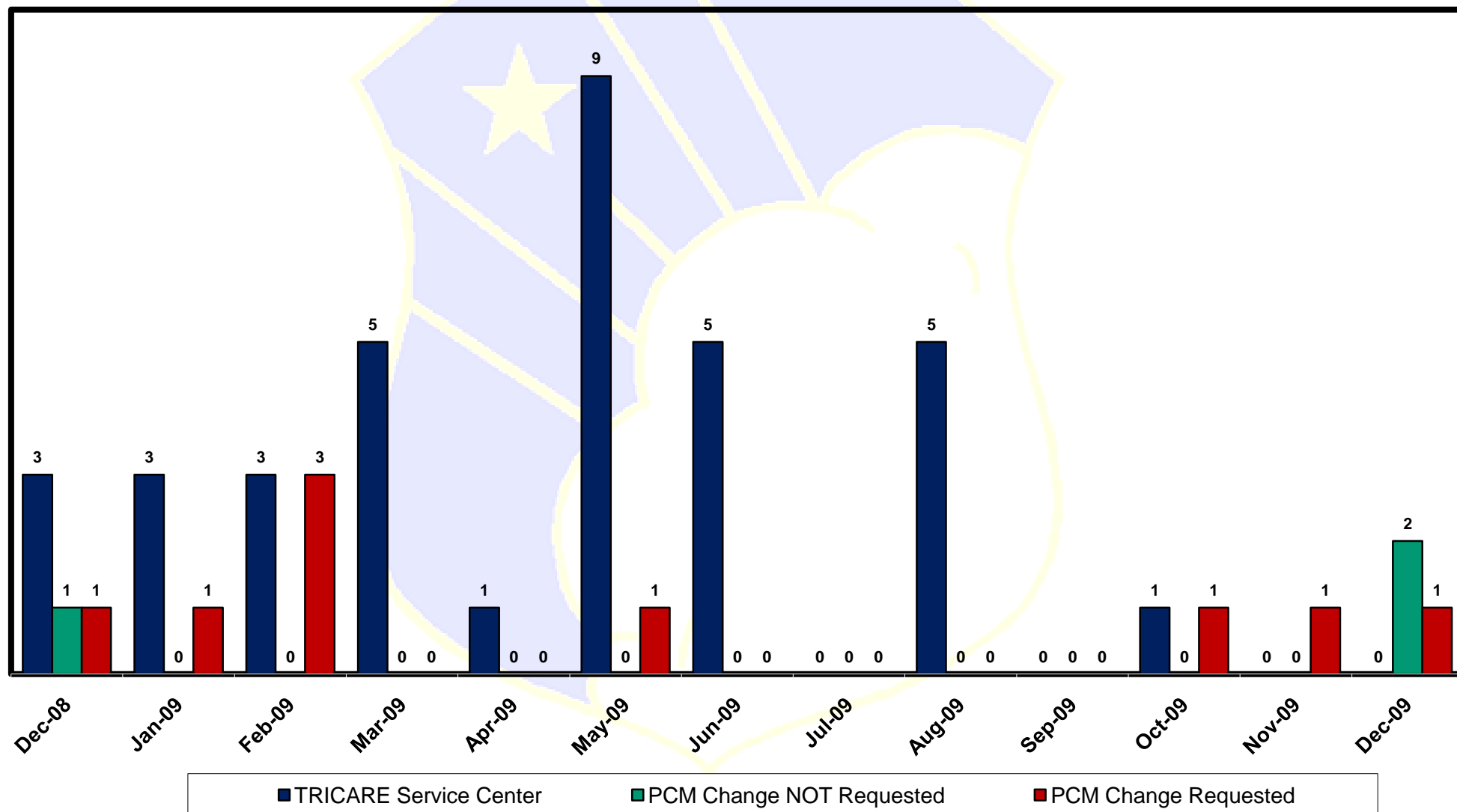


# Patient Satisfaction



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## TRICARE ISSUES



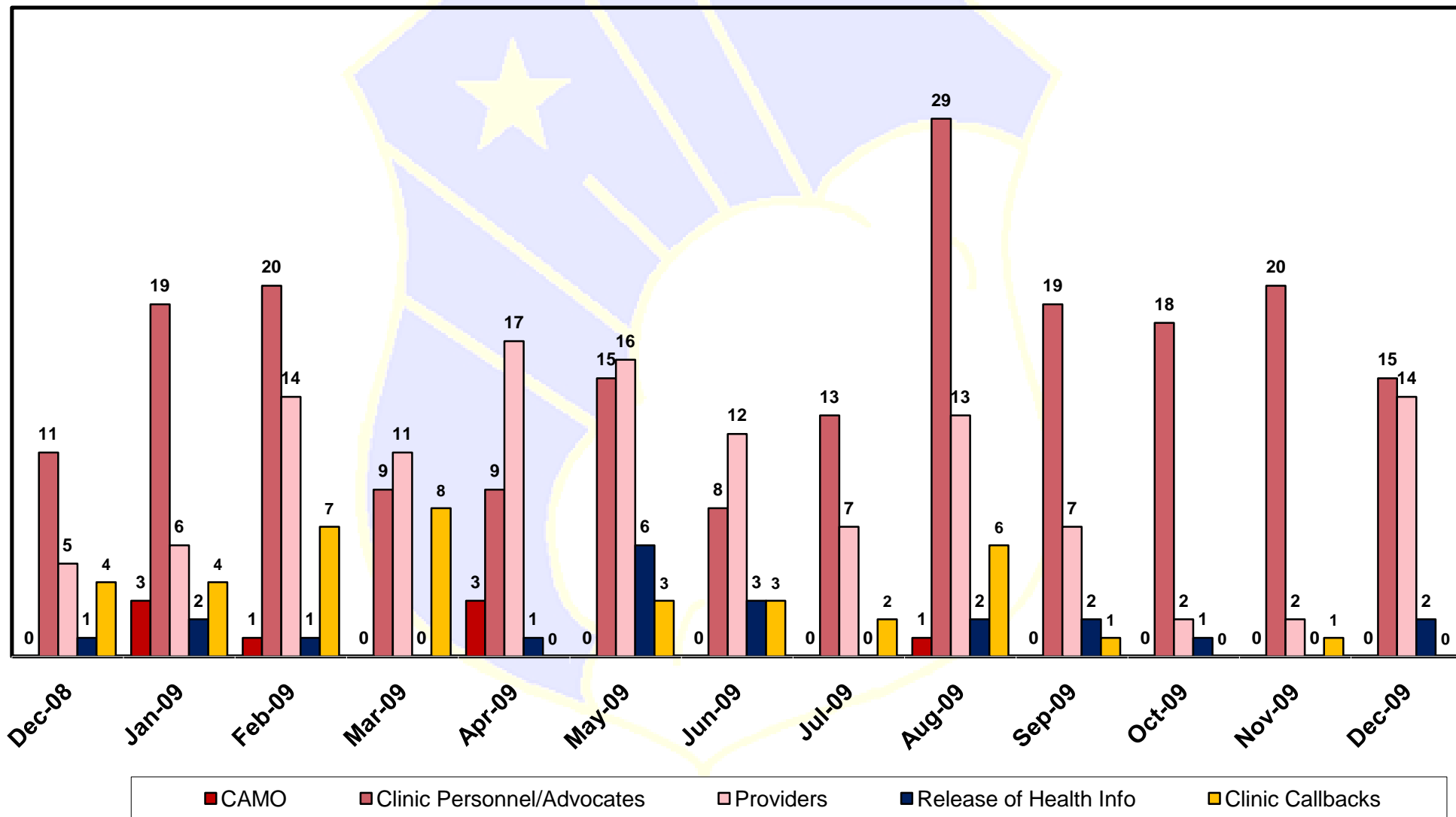


# Patient Satisfaction



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## CUSTOMER SERVICE ISSUES



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# Patient Satisfaction



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## RESOLUTION RATES

